

FAMILY HISTORY DEPARTMENT PURPOSE AND QUALITY STANDARDS

WE CREATE INSPIRING EXPERIENCES THAT BRING JOY TO ALL PEOPLE AS THEY DISCOVER, GATHER AND CONNECT THEIR FAMILY – PAST, PRESENT, AND FUTURE.

INSPIRATION

- I live worthy of the guidance of the Holy Ghost
- I seek inspiration every day, in my work
- I pray to know what is best for each person I serve

TRUST

- I create trust in everything I do
- I look for ways to increase the trust others have in me and FamilySearch
- I consistently use FamilySearch tools and products to increase my knowledge

KINDNESS

- I emulate The Savior in my interactions
- I treat each person and their family with love, dignity and respect
- I avoid contention

EFFECTIVENESS

- I deliver the right experience for the patron
- I perform my role effectively so that patrons will get the most out of their experiences
- I use my time and resources wisely

SIMPLICITY

- I provide experiences that are simple, even if it makes it harder for me
- I focus on experiences to delight regardless of age or geography

